

**Massachusetts Department of Public Health  
Office of Patient Protection**

**Decisions for Cases Eligible for External Review  
By External Review Agency  
January –December 2007**

	Total # of Cases	Upheld	Overturn	Partial Overturn	Expedited		
					Upheld	Overturn	Partial Overturn
<b>External Review Agency</b>							
Center for Health Dispute Resolution (CHDR)	71	38	12	2	11	7	1
Island Peer Review Organization (IPRO)	86	46	14	3	14	6	3
Hayes Plus	94	39	21	3	23	7	1
<b>Total</b>	<b>251</b>	<b>123</b>	<b>47</b>	<b>8</b>	<b>48</b>	<b>20</b>	<b>5</b>

Open

# Percentage of External Review Agency Decisions Upheld and Overturned in 2007

\*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	103	42%	58%
Cosmetic / Reconstructive	18	17%	83%
Dental	0	0%	0%
Diagnostic Services	6	17%	83%
Durable Medical Equip.	8	37%	63%
Emergency Care	1	0%	100%
Excluded Services	0	0%	0%
Experimental	27	37%	63%
Infertility Care	23	13%	87%
Inpatient	22	32%	68%
Outpatient	25	29%	71%
Pharmacy	10	10%	90%
Rehab Services	8	25%	75%
Visual Services	0	0%	0%
Totals	251	32%	68%